

EXHIBIT 11

1
2 UNITED STATES DISTRICT COURT.
3 SOUTHERN DISTRICT OF NEW YORK

4 MARY ROZELL,

5 Plaintiff,

6 - against -
7

8 COURTNEY ROSS-HOLST, an individual, ANDCO, LLC, a
9 corporation, and NEIL PEROZZI, an individual,
Defendants.

10
11 3 Park Avenue
12 New York, New York

13 June 29, 2006
14 10:30 A.M.

15 DEPOSITION of AMERICA ONLINE, a
16 non-party witness herein, by MARISSA GAHAFFER,
17 taken by the Plaintiff, pursuant to Federal Rules
18 and Regulations, and Subpoena, held at the
19 above-mentioned time and place, before Anita M.
20 Cummo, a Notary Public of the State of New York.
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24
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GAHAFFER

asked you about in which it indicated that the member or that AOL viewed the answer to the member's ASQ?

Does challenge mean anything from your previous testimony on the caller answering an ASQ?

A. No, each customer care consultant type in things differently.

Q. So, challenge does not have any special meaning, as far as you're aware?

A. No.

Q. The next one, 22, "Changed payment info changed by AMI, underscore, payment," and then there is some material under resolution.

Could you tell me what is your understanding of what that means?

A. The account holder changed or the member changed their payment information. I don't know what "AMI underscored payment" means -- underscored payment, but they changed how they want to pay for the account by entering under resolution, it looks like they provided new bank transit and account information in order to be billed for the account monthly.